

Queens College Libraries Annual Report 2008-2009

It is my pleasure to present the Annual Report of the Queens College Libraries, 2008-2009. During the year, a number of accomplishments and achievements took place which underscored the dedication and diligence of faculty and staff who worked in support of the College's teaching and research mission. Thanks go to them, as well as to those who administered our public and technical services units. As Chief Librarian, I continually notice and appreciate the many activities that take place in the Libraries all of which contribute to the College being a better place for its students and faculty. The delivery of innovative and inspired services, making available first-rate resources (print and electronic), all set in modern, functional, and efficiently organized facilities or via online, now and into the future is our collective goal. Working respectfully and collegially, we try to ensure that today is better than yesterday and tomorrow is better than today. Queens College deserves no less.

Staffing: The Libraries were enhanced by the addition of new staff members, including Adjuncts, Student Assistants, College Assistants, Interns, and volunteers. Some staff left the Libraries due to graduation and other career and life opportunities. The special contributions of many of them are detailed in the unit reports, found below.

Ken Rosenberg joined the Library faculty as Acquisitions Librarian and Nancy Foasberg as Humanities Librarian. These are two very significant positions in the Library and I am glad they have joined our ranks. In order to better coordinate the Public Services units of the Library, Prof. Michael Miller accepted my invitation to serve as Assistant Librarian for Public Services. During the past year, Prof. Miller also earned tenure and promotion to Associate Professor. Tara Mathison made a valuable contribution as our new Assistant Curator of the Art Center last year. Dr. Benjamin Alexander, Assistant Professor in GSLIS, contributed his considerable energy and expertise to establishing Special Collections and Archives as a more viable unit in the Libraries. We have great plans to enhance our custodianship of the College's primary source materials and to get them incorporated into the College curriculum. Last year witnessed the dawn of the "Teaching Archive," with GSLIS Archives Administration students doing outstanding work with special collections and archival materials.

Library Renovations: I would also like to report on the progress of the many renovations being considered for the Rosenthal Library. Funded by the Borough of Queens President, we anticipated construction to begin during the Fall 2009 Semester on Levels Three and Two. Design work and final planning continues for a new entrance and Access Services Suite, a Research Services Office and Mini-Lab, and new carpet and furniture for Level Three. Level Two will feature a new Computer Lab, Copy Center, and Instruction Classroom. These updates will make the Rosenthal Library more functional and more comfortable for our many users. We are also anticipating building a privately-funded Special Collections Seminar Room and Exhibit Space, also for Level Three. During the

past year, Levels One, Two, portions of Three, and the main stairwell were re-carpeted, thanks to the support of the College Administration.

A very important “renovation” took place in the digital realm: Our new website, engineered by Prof. James T. Mellone (our Web Resources Coordinator over the past two years) and David Williams (Web Technician) was launched last year. The new website has significantly improved the public services and information the Library provides to its users, and how the Library accomplishes this work. This enhanced portal to the resources of the Libraries is just as important as any “bricks and mortar” improvements we might make.

Therefore, I invite you to access the website of the Queens College Libraries. The URL is <http://qcpages.qc.cuny.edu/Library/>.

Please enjoy the various Library unit reports, below, prepared by those who have earned our thanks and gratitude for a good year and a job well done.

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Library Development

(Prepared by Prof. Shoshana Kaufmann, Associate Librarian)

Overview: Due to the worsening economic conditions, academic libraries, like most non-profit organizations, have had a difficult year. Higher education and library publications are filled with reports about dwindling endowments and drastic decline in alumni and other donations in institutions of higher learning. Despite this gloomy news, Queens College Library development efforts have been remarkably successful. Due in part to previous pledges from generous donors, we raised a total of \$296,148. In addition to the large donation for Special Collections, this is also due to additional contributions to existing endowments. The only area where we have seen a decline is in donations by alums, which are raised through Central Development's annual campaign

Our efforts this year have been centered on cultivating returning donors and seeking new ones. We have solicited every constituency on campus: Faculty and Staff in a traditional Thanksgiving Drive, Retirees, and members of the community. Through cultivation, personal contacts and "constant contact" we have seen an increase in the amounts donated.

The Annual Library Donor Event on May 21 was a huge success. It drew a larger number of donors than ever (135). Attendees listened to presentations by Queens College President, James Muyskens; Chief Librarian, Robert A. Shaddy; Stephen Pekar, a member of the Earth and Environmental Studies faculty; and the President of the Student Friends of the Library. It gave donors an opportunity to learn how the library uses their donations, and to mingle with librarians and college administrators. We trust that they will continue to be contributors and friends of the library.

Friends of the Library – Young and Old: The long existing Friends of the Library (FOL) has been without leadership for several years. With clerical help and direction from Development staff, FOL renewed their annual memberships and several dedicated volunteers continue to organize bi-annual book sales which, this year netted over \$4,000. FOL continue to give us an annual gift larger than what they raise from the book sales. The Music Library had its own book sale which raised \$461.00. We have increased the number of volunteers with an appeal to former employees of the Queens Library. Book sales also have a good public relations angle: For four days each semester hundreds of students, faculty and community members are drawn to the lobby of the library, and the sales have become a "happening" on campus. In November the Friends held their annual Poetry Fest with a dozen published poets from Queens College and other academic institutions. Also in November we held the annual Student Open Forum, where students had an opportunity to comment on library services and collections and make suggestions for improvement. FOL also sponsors a cultural event in April which, this year, was devoted to the American songwriter Victor Herbert.

A new club, Students Friends of the Library, was formed this year, with an enthusiastic and committed student leadership. Members of the club sit side by side with FOL volunteers, help with publicity, and draw a larger number of students to the library. They hope to help with fundraising in the coming year.

Work with Student Leaders: Dr. Shaddy and I met regularly with student leaders and continued to cultivate close working relations with them. We provide them with opportunities to communicate with us, express their wishes for library services, such as additional hours Friday afternoons and weekends. Undoubtedly, as a result of this constant contact, we received \$10,000 from AEA toward the purchase of electrified tables and chairs for the new laptop lab adjacent to the Twomey Lounge.

Special Collections: The Rosenthal Library Renovation, funded by grants from the Queens Borough President, will also include a new Special Collections Seminar Room/Research Area. The facility will consist of an electronic classroom, an exhibit space, and a research room and will be financed with a \$350,000 donation of an alumnae and her husband. The new space, together with the space currently occupied by the Louis Armstrong Archives when it moves to a new location in Corona, will enable us, for the first time, to consolidate in a climate controlled space, the College's archival collections and the library's rare books and special collections which are now scattered throughout the building.

Special Collections are one of the best tools for raising funds. In addition to the lead gift we already have, we plan to raise additional funds for the facility and for special and rare materials.

Collections- Gifts in Kind: With the help of Friends, volunteers, and teaching faculty, we have started a campaign to increase donations of Gifts-in-Kind to enrich the library collections and assure an adequate number of books for the book sales. Books have been donated by retiring professors, those who leave on extended leaves, and by members of the community. These donations could easily increase if the college would resume pick up of books from donors' residences. We encourage donors to bring books to the library, but have lost many a good collection whose donors were not able to deliver them. Approximate value of GIK received in 2008/09: \$155,530.

Donor Cultivation: We continue to work closely with the Queens College Central Development office, which considers the library an important unit of the college. We follow up on any prospect they identify. Donors continue to receive "constant contact" and updates on library services and events. For the first time this year, we have sent each new donor a personal note, welcoming them on joining the wonderful group of friends/donors to the library.

Plans for 2009/10:

Increase Library visibility through effective marketing and publicity; increase our fundraising revenues by continuing our “constant contact” tradition.

The renovation plans for the Rosenthal Library include the creation of Special Collection/Research facility in Phase I scheduled for 2010. Special Collections, rare books and exhibit areas are among the most appealing to donors. As the plans become a reality, we need to create effective publicity, printed brochures, and on-line updates on the library’s webpage as means for fundraising for rare books, exhibit cases and digitizing.

Identifying donors who have contributed regularly and could potentially contribute more.

With Central Development’s assistance, identify non-donors from specific professions.

Create an endowment brochure for publicity and soliciting for new endowments.

Meet with donors of existing endowments in order to increase them.

Further involve subject bibliographers in securing endowments, collections, and developing personal relations with donors.

We hope to hire a new qualified assistant to help with development work and make use of Friends of the Library office for development work.

I am grateful for the Chief Librarian’s support and encouragement. Development’s administrative staff—Jo-Ann Mallozzi and Eldaa Garzon—deserve much credit for our achievements; I thank them for their invaluable help.

Public Services: Access Services and Public Services

(Prepared by Prof. Michael Miller, Assistant Librarian for Public Services)

This year the overriding orientation of Access Services(AS) and its now “parent” unit, Public Services(PS) of the Queens College(QC) Libraries includes: embracing efficiencies, streamlining services, increasing campus collaborations, embracing technological improvements supporting library services, and preparing the library facility, services, and staff for the impending Master Plan renovations.

Borrowing Services responded effectively to several challenges throughout the academic year. They helped to trouble-shoot and settle the platform upgrade of the staff-side software applications of the CUNY+ integrated library system. The effects of the upgrades and the solutions to the problems were experienced CUNY-wide. The leader of that unit, Simone Yearwood also re-addressed QC identification card (ID) difficulties that resurfaced in the Fall semester. Her collaboration with both Public Safety and the Office of Converging Technologies (OCT) yielded a restored college ID card process. I would

also like to note the admirable job that the Borrowing Services team did in trying to absorb the increased student body size and corresponding registrations processed at the borrowing desk. A restoration of an unfilled College Office Assistant (COA) line will better allow this team to handle this increased workload effectively.

Other activities in Borrowing Services included the consideration of external support to be received from the CUNY Office of Library Services (OLS) for an outsourced and externally hosted consortial materials borrowing program. The savings gained from participating in another regional resources sharing program will off-set the challenge of the QC Libraries needing to absorb the costs of document delivery services that was previously covered by OLS.

A service enhancing and cost-savings change in electronic reserves was considered by Borrowing Services this year. Development of a Digital Content Support Services (DCSS) that would encourage and support effective student and faculty utilization of the BlackBoard™ (Bb) course management system was vetted and supported internally as well as by the QC Library and Technology Committee, the QC Center for Teaching and Learning, and the QC Office of Educational Technology. The elimination of the Libraries' electronic reserves interface was reconsidered when the CUNY-supported Bb system failed repeatedly throughout the school year. The Libraries' electronic reserve interface continues to be a stable resource and is considered across campus to be too important to pull back. The DCSS and copyright and fair use educational initiatives will become a major focus area in the next academic year as the QC Libraries' step up support for campus-wide activities related to improving utilization of pedagogical technologies and QC owned and leased digital content for teaching and learning. Public Services will continue to pursue cross-departmental partnerships related to educational technologies. Close collaboration between the Libraries, the QC Center for Teaching and Learning, and the QC Office of Educational Technology will enable great advances in teaching and learning at QC.

The Multimedia Commons will benefit from an expansion of resources supported by the Tech Fee process on campus. Further exploitation of digital resources will be enabled by the addition of digital cameras/recorders and electronic books. With the help of a tech savvy COA that will be transferred to this unit, the Libraries will be able to crank up the DCSS initiative mentioned above and put the new resources in this facility to good use by students and faculty. We are also proposing working with the Media Dept. on campus to see if cross-departmental collaborations will enable their students to gain direct support and project experience in our new facility.

The Libraries' "Master Plan," renovation planning activities have already encouraged many changes in Public Services since the beginning of the Spring '09 semester. The creation of Public Services weds Research, Instruction, and Web Services to Access Services, the Multimedia Commons, and the Collection Maintenance Unit. The completed schematic design for the renovation impacts several areas in Public Services.

(1) Work has already been done to remove an old service desk and to combine Informational Assistance into our Borrowing Services area. This change reflects the merger of our information assistance and our Proctor program to provide non-research-based, directional assistance to patrons at a central service point and on a roving basis throughout the building. The renovations will physically accommodate this new service and the restoration of aforementioned COA position will help support refinement of this new service initiative.

(2) The various service activities represented within the Access Services area include Borrowing, reserves and electronic reserves, and interlibrary loan services. Though cross-training has previously set up a good back-up system, the physical co-location of these employees will allow for a more regularized integration of personnel and activities, thus enabling productivity increases. The efficiencies gained with these changes will allow the employees of this area to collaborate with the Multimedia Commons efforts on advancing the DCSS initiative.

(3) The research services area is also experiencing evolution as activities respond to the eventual renovations. The Library faculty has completed an intensive analysis of the full reference collection. They have reclassified, moved, and de-accessioned materials as appropriate for maintaining a healthy and useful collection, and thereby have enabled the repurposing 50% of the space used for shelving as redefined in the scheduled renovations. The Faculty Librarians will also continue to work with Access Services to relocate many of the less-used indexing resources to a newly targeted shelving area on Level I. The renovations will also feature a new Research Center when completed. Continuing efforts include the summer shifting of the Business and Law reference collections, co-locating them with the Government Documents Collection.

(4) The eventual renovations have marshaled another service shift related to Public Services. Networked printer and photocopy frontline maintenance support was previously handled by the Informational Assistance desk mentioned above. With OCT support, these services will evolve into a centralized campus function and will be housed in a post-renovation copy services room.

(5) The bindery activities that have until now reported to Access Services will be merged both physically and process-wise into the Bibliographic Access Services department as of July 1, 2009. Patrons will benefit from this more streamlined approach to materials preparation and care. The space that was the bindery will host the College Archives so that the Level II service and collection area can be prepared to host Borrowing Services during renovation phases and then host the post-renovation copy center and new Library Instruction classroom.

The formation of the Public Services unit within the Library has given us a chance to re-examine Library faculty organization and services priorities and methods. In particular, we have pursued the directive of creating a team that shares services activities more dynamically than by having one faculty member take full responsibility for a large service area. Major advancements in Research Services and the Libraries' web presence

have been achieved. Prof. Mellone and his web teams have led a renaissance in library web services which have effected greater library user exploitation of Queens College information services and resources, both live and electronic. This critical enhancement process will be a primary Public Services focus in the upcoming academic year.

Research Services is currently shifting live and online reference responsibilities into a decentralized mode. This same approach is being applied to the Library web content services and collection development activities and a “Resources Development Group,” has been convened. In each area a teaming approach is replacing a singular coordinator approach and the participation and leadership in each of these areas will be revisited annually. It should be noted that the public services faculty do believe and will continue to petition for the current “industry standard,” of employing an electronic resources faculty member and a web resources faculty member as imperative for a fully healthy future in library services on our campus.

With this shift achieved in Public Services, the Library Faculty will be able to move toward fulfilling more objectives. Instructional Services will continue to evolve by re-prioritizing how library instruction is delivered in both format and also in organization and support. Respectively, more library instructional components will be translated into digital content as appropriate and more diverse sections of course-related and Libraries’ sponsored for-credit courses will be taught by the Library Faculty. This effort and the net effects will be further aided by the development of a robust reference internship program in collaboration with the QC Graduate School of Library and Information Services. Instructional services will also be pursuing updates in administration of the library instructional program so that we are prepared to expand the assessment aspects of a campus-wide information literacy program so that it stands up proudly as QC prepares for the next round of Middle States Accreditation. The Library Public Services faculty will also be asked to re-think the “New Faculty Orientation” process and to propose a fuller more useful service to our new QC colleagues.

The Public Services unit continues to pursue productive collaborations with other campus entities to improve services for students. The Public Services areas extended staffing and resources to support the pilot of extended weekend hours conceived by Student Services. The Public Services Lead Team believes that this can be augmented by extending the 24 hour period typically offered during finals week. They suggest that the Library and QC Administration consider lengthening this period to include the week before finals as well.

We continue to work with QC Public Safety to make the Libraries safer and more secure environments. Repaired surveillance systems, hard-wired alarms for our emergency exits and ongoing security training by the Libraries help these efforts. The renovations will host a new home for security services that are delivered in Rosenthal Library.

With the advent of the QC relationship to the Micropaleontology Press Project, the Public Services unit is making preparations for their arrival in Rosenthal Library. In consultation with the QC Facilities Services and Buildings and Grounds departments, stacks areas are being vacated and target rooms are being vacated, repaired and cleaned. The Juvenile,

Education and Law collections on Level IV have undergone major shifts to make room for the Press's collections.

The Assistant Librarian for Public Services has been asked by the Chief Librarian to serve as a liaison between the Libraries and OCT. The first major order of business is to settle the new service framework and infrastructure for networked printing and photocopy services which will be offered in the Libraries. After this, a three-year technology plan is to be developed between the Libraries and OCT so that public services computing will be supported and advanced for Library patrons.

Ongoing assessment will be an activity maintained by the Public Services unit. In late Spring '09, a general building use survey was administered in both the Rosenthal Library as well as in several class sections on campus. Results are currently being tabulated and will be shared by the end of the summer. The Public Services Lead Team is already compiling a "part b," survey which will focus upon patrons' use of digital information resources and services provided by the Libraries. This digital resources survey will be administered in the middle of the Fall '09 semester. Both surveys will inform Public Services and the Libraries at large regarding possibilities for services improvements.

Public Services: Reference and Research Services

(Prepared by Ms Evelyn Silverman, Coordinator)

Introduction: The ten librarians who comprise the Reference Department share multiple responsibilities that affect many aspects of the Library, but remain focused on the goal of facilitating information seeking for our primary Library patron base: Queens College students, faculty, staff, and administration.

Reference librarians assist our users in various ways including on-demand, in-person consultation services almost all hours the Library is open; Subject specialist consultation, by appointment; E-mail Reference services (Ask a Librarian;) group instruction for Queens College classes on all levels, undergraduate through graduate; and developing online subject guides for specific subject areas. As a response to student requests, several workshops were also offered during the Spring semester.

Reference librarians also serve as the selectors for both print and digital materials and so build and shape the Library's collection. Several librarians, whose main responsibilities reside elsewhere, e.g., instruction or acquisitions, also participate to a more limited extent by occasionally staffing the walk-in consultation office.

Fairly regular meetings of the Reference librarians were held throughout the semester to assess and facilitate any desired changes in our reference services. In our ongoing goal of providing for better service, several meetings involved additional training in various databases, conducted by both librarians as well as vendor representatives. This was in addition to any workshops individual librarians chose to attend elsewhere.

Reference Services: This past year, we continued with walk-in consultation services. They are now being offered in a separate office, Room 307. In previous years, reference services were offered in the open area adjacent to the elevators and staircase, currently reconstructed into a general seating area, but previously having a large multi-person service desk. The Librarians have determined that consultation in that setting was as problematic as a departmental faculty member holding an office hour in a corridor-like setting, and opted to move into the more traditional office space provided in the current consultation office. With the changed location, librarians found students' information seeking to be more focused and productive than when held in the somewhat distracting, lobby-like atmosphere. This new and more productive services arrangement will carry forward to a new research center that is being included in the Library's renovation efforts.

Librarians continue to staff the service, in two to four hour shifts, on a changing schedule that attempts to accommodate all their other activities and responsibilities. Some adjunct help has been added to increase the feasibility of covering our Fall/Spring semester, seven day a week schedule, including weekday evenings. After many years of relying solely on in-person training, a manual for adjuncts is currently in-progress.

Up until the beginning of the Spring 2009 semester, Reference also hired, trained, and supervised the Information Assistants. These individuals, often students in the Graduate School of Library and Information Studies, served as the first line of providing general information. They answered queries concerning locations of items and services in the Library, e.g., call number locations, bathrooms, offices, etc.; guided users through known item searched in the catalog and E-Reserve websites; as well as reiterating instructions on connecting from home. All other queries that might involve identifying and selecting resources to fill other information needs were referred to the librarians.

Staffing changes in Summer 2008 rendered sustaining this Information service within Reference somewhat problematic. A training manual was developed and a solution identified in the transfer of this service to Access Services staff who would hire, schedule, and directly supervise the Informational staff. Work is continuing on improving the service.

E-Reference Services: For many years past, the Library's E-Reference Service, known as Ask-a-Librarian, was conducted by email, and resided with one librarian as well as a backup for illness, vacations and other leave. In an effort to improve remote reference service, other models were explored including the OCLC/ Library of Congress joint platform for 24/7 Reference services, QuestionPoint. When, due in large part to budgetary considerations, we found that to not be feasible, other improvements were explored.

Through several changes the Ask-a-Librarian service has been improved. To help the user, greater prominence has been given to the site on our Library homepage by making it one of our Quick Links. A more extensive database of answers to frequently asked

question was also developed. These may be used by the patron as well as incorporated into librarians' replies to the queries.

Responsibility for Ask-a-Librarian is now being shared by all Reference librarians and currently we are on a week by week rotating schedule and encouraging a consistently faster response time. As all adjuncts will also be trained, by mid- Fall we hope to eliminate any weekend or evening delays in responses, thus increasing the usefulness of the service to our patrons.

Renovation Planning: The Library was most fortunate in receiving funds for renovations. Reference librarians were heavily involved in planning for the desired and anticipated changes, many of which affect Level Three, the Reference floor. Meetings were held, and ideas and suggestions were sent on to those representing the Library in the larger planning committees.

One anticipated change on Level Three involved a space consolidation of the Reference collection. To facilitate this, reference librarians reviewed the entire reference collection and evaluated the usefulness of every title based on currency, digital availability, and the continued authority and reliability of its content. This major endeavor resulted in about 12,000 items being transferred to the Circulating stacks or discarded, thus allowing for the planned elimination of shelving, and a more useful reference collection. Additionally, space on Level One was identified as the better location for most remaining print indexes and abstracts.

Other planned changes will involve relocating our Reference Business and Law collections, currently in alcoves on Level Three, to an area adjacent to the print Government Documents collection. This should also result in additional seating areas for the paralegal classes that meet, both formally and informally, in our Library.

Public Services: Instruction

(Prepared by Prof. Alexandra de Luise, Coordinator)

The Library provides a variety of services to help Queens College students, faculty, and staff find, use, and evaluate information for research and to remain successful in lifelong learning.

Teaching: In the 2008/2009 school year we taught:

- 75 librarian-led English 110 classes
- 13 sections of our 1 credit course, LIB100 (Information Literacy)
- 2 sections of LIB150 (Fundamentals of Library Research), both on topics in the Arts & Humanities

In addition, we offered 83 undergraduate subject discipline library instruction classes and 73 graduate level library instruction classes (most of these in Education).

In total, approximately 7000 students came into the library to learn about library resources in more than 270 classroom sessions.

Workshops/Tours: A total of 30 workshops were held, including a new series called “Discover Rosenthal!” This library workshop series explored topics such as “Searching CUNY+” and “Writing Better Bibliographies.” It was initiated at the urging of the VP of Student Association who perceived that many students have little knowledge of library databases, and the topics were meant to attract them in a drop-in setting.

Also this year, there were 5 tours of the library for local middle and high school classes. “College Now,” a program for high school students taking college credit courses, included 14 librarian-led sessions with 350 students participating in the program. “Summer Science,” another high school program, saw 5 librarian-led sessions with 100 student participants. Queens Middle School of Inquiry, a local middle school affiliated with Queens College, used library classrooms to hold June sessions.

Collaborations: Faculty collaborations between the Library and the Center for Teaching and Learning resulted in the successful delivery of two faculty workshops, both led by library faculty member Professor Michael Miller. In the fall there was a presentation on “Teaching and Learning Using Library Resources,” and in the spring, on “Copyright and Plagiarism.” The Library worked together with the college’s Advising Center in creating and delivering PowerPoint presentations, to advertise library services and resources to entering freshmen and transfer students.

Curriculum Committee: The Curriculum Committee met several times during the year and continued to explore making use of distance learning in connection with the Eng 110 library sessions. Library100 course goals and objectives were reviewed. The committee worked together on a generic syllabus, in order to align ourselves better with assessment initiatives in advance of Middle States.

iSkills Test: The Library’s Instructional Services program participated in a grant-funded project, to test our undergraduate students, using the ICT (Information and Communication Technology) Literacy Assessment test (also known as iSkills). This test gathers valid measures of student proficiencies in defining, accessing, evaluating, managing, integrating, creating and communicating information. The iSkills test was offered simultaneously at 10 CUNY schools. Throughout the fall and spring semesters (and intersession), 136 QC students fitting the profile took this 75 minute test that measures their ability to navigate and evaluate information effectively using digital technology. The test is aligned with nationally recognized Association of College and Research Libraries standards.

Preliminary results revealed that 46% of students in the four year CUNY colleges scored at the foundational (minimal) level. Our sample of students did better than the national mean of 150, based on a sample of 2000 freshmen and high school seniors who took the test in 2006. While Queens College students had a higher mean score than other CUNY schools, more needs to be done to strengthen library instruction to bolster students’

information literacy skills. A final report of the findings is next, to be shared with CUNY administrators, to recommend actions, to address improvements needed, and to suggest information literacy program enhancements.

Internships: In an ongoing effort to guide and foster future librarians, the Instruction program accepted a GSLIS intern in the spring, Mark Alpert. Under the supervision of Dr Rolf Swensen of the library, together they devised an internship with a focus on instruction in the classroom, class observations, reference, and web work in the creation of instructional tutorials.

Classrooms: The Instructional Services office oversees and manages several classrooms and labs in the library and this was a banner year for discussions on how to best utilize and enhance them. With air conditioning added last summer to rooms 223/224/224, we made the rooms a more pleasant environment to teach in. Renovation work began recently in room 223, to bring it up to standard QC classroom levels, and to furnish it with a podium and tablet, overhead projector, network, DVD/VCR combo and whiteboards. In the near future, we will have a new classroom in room 227. Included as part of Master Plan renovations, the new classroom will expand our instructional space and allow for the in-house teaching of our own courses and the doubling up of classes, such as English 110 library sessions, which will result in unique and interesting instructional partnerships and outcomes.

A closing thank you goes to Angela Rao, program secretary and office manager. She assists students, staff and faculty with class scheduling and provides a helping hand in the smooth running of this operation.

Thanks also to Dr Rolf Swensen for English 110 Program co-leadership and overall instructional support, and to Ms Lisa Flanzraich for help with editing flyers, informational pages and other text.

Public Services: Web Resources

(Prepared by Prof. James T. Mellone, Coordinator)

Accomplishments: The final push on the creation of our new website took place in July and August 2008. Dave Williams, our Web Resources Technician, and I worked together on an almost daily basis to mark up old and new website content. By July 31st, we built and launched a user-friendly website with intelligible information architecture for users and librarian instructors, according to web standards, for across-browser and device compatibility. By September Dave finished the JavaScript and PHP programming for the interactive features of the website, including the capability of searching/sorting page content, data retrieval from the Faculty & Staff Directory, and page swapping for the Hours, Maps, and other pages. For the Maps Dave created image layovers and programmed the page. He also reprogrammed the forms for Ask a Librarian and for Comments.

From the user perspective, the new website has numerous compelling features. We made sure to create an architecture which almost guarantees a user will not get lost when browsing the site. To facilitate this we created a top single-level navigation menu complimented by a side menu structure once the user selects a top level area. This ensures continuous navigation throughout the site. The primary (top) areas of the site are: Research, Services, Collections, Information (About & Contact). There are many important attributes of the new site. The primary areas have mouse over and active links for continuous browsing. To short cut some of the most used links on the site we created immediate points of entry in numerous ways. In the side menu on the main index we placed a Quick Links menu containing frequently used links, a quick Catalog search, and a Library Site Search. In the content area of the main index we have a Welcome message with links to our branch libraries and important contacts, lead-ins for News and Events, and a quick hours table for the general Rosenthal Library hours. The new pages for Databases and the Faculty & Staff Directory both have sorting by area/subject and name/department respectively. The latter is constructed to respond to a JavaScript used on most pages to retrieve personnel contact information so that data need only be maintained on the Directory page. Our Subject Specialists page provides ready access to all subject librarians who can offer assistance to researchers as needed.

Although I facilitated new or revised contributions from librarians it was necessary for me to write much of the new content myself. I wrote the content for the following pages: About Us, Borrowing, Collections, Contact Us, Digital Collections, Employment, Internships, Locating Materials, Reference Collection (subsequently revised by Evelyn Silverman), Research, Services, Special Collections and Tour (subsequently revised by Alexandra de Luise), and the Welcome message on the main index. I coordinated the writing of database descriptions and the creation of subject guides. Dave and I designed the format of the Guides, and through the Web Resources Group (WRG) we created specifications for the descriptions, and general guidelines for subject guides content. I am glad to report we now have a large selection of research guides for users. The WRG assisted me in making electronic resource decisions. I also maintained the Databases page, its organization, its descriptions, updates to content and urls, and checking urls for accuracy when problems were reported. I communicated with the library faculty frequently and coordinated their evaluation or input on resources. We completed three database ranking projects, two for CUNY databases requested by ERAC, and a third for all QC databases at the request of the Chief Librarian. Since August the WRG has served as the web review body because the Homepage Design Group was disbanded, its purpose having been achieved with the launch of the new website.

Over the winter break Dave finished months of PHP programming for the website's structure: header, footer, top menus, side menus, etc. This crucial achievement allows structural changes, which need to be distributed throughout multiple pages, to be done within a given scripted program rather than on every page affected. In December Dave and I collaborated on creating a paper survey to receive input from public services staff on their use of the website when assisting or interacting with users. After using the website for an entire semester it was important to learn about users' experiences with it. Based on the survey we improved the website in numerous ways. We created a Home

link on the top-menu, and made the clock tower icon link to the main content area for easy accessibility. We placed the quick hours table on the main index content area only and removed it from the side-menu. We expanded the Quick Links from five to eight, kept it on the main index only, and removed it from the internal pages. Dave wrote a script to sequence seven photographs of Rosenthal Library on the main index, and improved the design of the side-menu blocks and the quick hours table.

In the Spring, Dave wrote a detailed technological summary documenting the construction and programming of the website. I worked to facilitate the transition to a new web team by giving oral reports at individual and group meetings. I wrote a managerial report which includes recommendations for the future management and development of the website. More recently with the further development of the Ask a Librarian service by Nancy Foasberg, I rewrote her draft for the 'Frequently Asked Questions' for the new Ask a Librarian page. The new service necessitated changing related pages, so I rewrote entirely the pages for Research and Research Services, and modified the Help page to include only 'Questions About College Services.' Under Nancy's leadership, development in this area can continue.

In short, our new website has significantly improved the public services and information the Library provides to its users, and how the Library accomplishes this work.

Opportunities: Although I created a system of responsibility for web pages there is a great need for librarians to provide updated accurate content for their pages. Most content comes in less than ready form so I maintained overall writing responsibility for clarity and correct grammar and usage. I facilitated librarians taking online courses to improve web skills last summer. A large time commitment is needed by the coordinator to continue this.

Technical Services: Acquisitions

(Prepared by Mr. Kenneth Rosenberg, Acquisitions Librarian)

Expenditures: This year we spent a total of almost \$110,000 on acquisitions of new books. We have put in place a procedure to better track books acquired through our endowment funds. I also headed an allocations task force to start to update our policies for collection development. The first recommendation was that we needed more stable up-front funding. We hope to implement some of these recommendations for the upcoming fiscal year and continue to re-examine and update our policies to reflect current standards.

We continued to reflect the growing needs of our community in shifting the focus of our serials and magazine collection to an electronic base. Where possible, we have converted our print subscriptions to online subscriptions. This allows a broader access to our users both in time and place of possible access to all of our collections.

We hope to continue these trends and continue to examine our collection development and acquisitions policies.

Gift Donations: This year we have streamlined our process for Gifts-in-Kind donations and review of these donations. We had a total donation of 7509 books donated, 457 Journal issues donated and 535 Audio visual and other types of materials donated.

We have attempted to institute a regular daily/weekly book sale with mixed results because of a lack of steady workers or volunteers to staff the room. I hope to expand on this with the Fall semester and then re-examine the benefits of this program.

Technical Services: Bibliographic Access Services

(Prepared by Prof. Belinda Chiang, Coordinator)

It has been a very busy and challenging year for Bibliographic Access Services. In addition to providing prompt and efficient access to all newly purchased and gift materials, and checking-in and claiming missing journal and newspaper issues, the Department staff have made tremendous efforts towards two significant projects—the music scores reclassification project and the reference materials transfer, reclassification and discarding project. Additionally, Bibliographic Access Services staff went through a short and intensive training period on the basics of Bindery and repair tasks.

A more detailed record of our accomplishments is as follows:

New materials cataloging and processing: Natalie Jones engaged in checking accuracy of vendor (Coutts) cataloged and processed books and creating item records and labels in addition to cataloging new gift books according to printouts generated from OCLC by Min Qian. Alyssa Golden cataloged Reserve books and Multi-Media materials. As of June 30, 2009, a total of 8,223 volumes and 5,816 titles of new books, 178 items and 127 titles of videos, 115 items and 8 titles of CD-ROMs were cataloged.

Sheryl Schlectman and Leona Siegel maintained immediate check-in of periodicals, newspapers, as well as government documents microfilms. Through the untiring efforts of the above staff in timely claiming of numerous missing issues, the gaps in our journal collection have been vastly reduced. This has reduced the costs of expensive journal replacements and facilitated user access.

With the departure of several student assistants, Grace Wang single-handedly processed all department materials, including inserting tattle-tapes, affixing labels and protectors, stamping, applying date due slips, etc. of thousands of new and transferred books and all issues of periodicals. Her super efficiency and beautiful quality of work must be commended.

The music scores reclassification project: This tremendous project has proceeded with amazing speed with two part-timers Min Qian and Linda Chang searching the database

and producing printouts, Ronnie Gomez assigning the LC call numbers, and Alyssa Golden changing the old call number to the new ones in Aleph database and producing new labels for the shelf list and scores. A total of 11,377 music score titles were reclassified for this year as of June 30th, 2009. The reclassification project will benefit the library's users immensely.

The reference collection transfer project: During the renovation of the Reference Department, each bibliographer reviewed all reference materials in his/her subject areas and made decisions for transfer, reclassification, or discarding. In spite of the non-stop avalanche of reference books into Bibliographic Access Services, our staff has exhibited unique endurance in dealing with this historical record change, re-labeling, and reprocessing project amidst their other daily duties and projects.

Through the concerted efforts of Ronnie Gomez, Leona Siegel, and Grace Wang, 3,347 items were transferred; 600 volumes of bibliophiles previously classed in Z were reclassified with their respective subject areas; and 8,292 items were discarded. (This figure also includes non-reference items discarded/ replaced by bibliographers). Each changed volume required modification of multiple Aleph records, generation and affixing of new labels, and other additional processing.

Cross training of binding and repair tasks: In preparation of the incorporation of binding and repair functions into the responsibilities of Bibliographic Access Services, Sheryl Schlectman agreed to be the part-time supervisor and Leona Siegel her back-up. Although David Reyes could only devote limited time to training since the middle of April, his patience and efforts in tirelessly going over basic procedures are deeply appreciated. Sheryl Schlectman has made tremendous efforts in learning the labor-intensive job of book repair from tipping in pages to various difficult levels of book repair in order to enable her to be a capable supervisor and trainer. Due to lack of binding budget towards the end of the year, more hands-on training and practice of binding functions will be needed. The transfer and departure of several skilled and experienced students to collection maintenance may cause some problems. It would be most appreciated that through interdepartmental cooperation, student aides skilled in book repair and binding can be assigned to Bibliographic Access Services to maintain a smooth operation.

Planning for the cataloging of the John D. Calandra Italian American Institute: An initial meeting about cataloging of the John D. Calandra Italian American Institute collection was held on May 18, 2009. I have investigated similar cases in CUNY (The Graduate School of Journalism, Dominican Studies Institute at City College, and Centro de Estudios Puertorriqueños at Hunter College collections).

To facilitate future library services for Queens College as well as the Calandra Institute, it is advisable that a different OCLC and NUC symbols, separate Aleph base, and separate Aleph processing unit and own code be established by OCLC and Central Office like The Graduate School of Journalism and Centro de Estudios Puertorriqueños. The above

configurations will prevent recurrence of similar problems caused by incorporating the Labor Resource Center as a sublocation of Queens College Library.

In summary, this has been a highly productive year for Bibliographic Access Services. We are fortunate to have accomplished so much by effective organization of the workflow and full utilization of experienced and cooperative staff and employing new technology.

We look forward to another year when more time can be devoted to investigating more innovative methods of bibliographic organization; exploring the use of new software/methods for linking the currently independent ABLE binding system to CUNY+ database to facilitate Bindery work, and keep abreast of the wide field of new knowledge of bibliographic control and preservation work.

Technical Services: Library Systems

(Prepared by Mr. Arthur B. Chitty, Library Systems Officer)

The department maintains the library's computers and systems. The library has 75 staff workstations, over 200 student workstations (about 115 desktops and 90 laptops), and over 60 workstations in four classrooms. The library participates in library and research systems, networks and applications hosted by the City University of New York, New York State, and various commercial enterprises.

Specific additional projects this year included completing a student laptop area; extending the library's laptop loan program to the Music Library; making progress towards finally completing the New Media Commons project; and contributing to the College's master-plan for the library's renovation. Department staff supported the ongoing replacement of the copy and print services for users, after the departure of the previous commercial vendor, Continental Copy.

Maintenance, upgrades and expansions include the replacement of all staff desktops more than four years old as of the beginning of the fiscal year. The oldest staff workstation now installed was manufactured in January 2005. The library replaced all staff printers more than five years old, including almost all the remaining monochrome inkjet station printers. The library expanded and upgraded its scanning and facsimile facilities. The college did not replace any student desktops this year, which meant more time spent repairing older and out-of-warranty machines. The oldest student desktops – located on Levels 1-4-5-6, and classroom 101A – were manufactured in May 2003. The library supports ten different machine platforms for student desktop and laptop workstations, so updating student workstation images to install routine operating and application upgrades remains complex and time-consuming. During periods of heavy use, maintaining and deploying the five different student laptop images is especially labor-intensive. Department staff also coordinated and implemented major upgrades in several library applications – Aleph (CUNY+PLUS integrated library system), OCLC's ILLiad inter-

library loan system, and the Chemical Abstract Society's SciFinder Scholar, which replaced its client-server version with a web interface.

Powered tables were installed on Level One adjacent to the Twomey lounge, providing new seating for up to 32 laptop users. A dozen new laptops—six Windows and six Macintosh—were prepared for circulation in the Music Library.

One position in the library systems department remained vacant the entire year.

The Art Library and Art Center

(Prepared by Prof. Alexandra de Luise, Interim Head and Director)

During 2008/09 the Head of the Art Library and Director of the Art Center, Dr Suzanna Simor was on sabbatical, with coverage of public hours and responsibilities shared among Art Library staff. I would like to thank Mollie Moskowitz, who oversaw scheduling and general operations; Paul Remeczki, for the reference service and collection development he provided; Tara Mathison, for her Art Center and other curatorial work, as well as connecting with art studio students, and providing reference; and lastly, the work/study student workers, who all made this a successful year. This year, the following highlights were noted:

The Art Library

Instruction on the use of the Art Library came in the form of tours that were offered during fall semester and attended by both art and library school students. The Art History Methods course (Arth300) came to the library for a librarian-led session in the fall. In April, a graduate library science student from Pratt Institute interviewed staff about the Art Library for her course.

In the area of collection development, the Art Library was successful in acquiring cash and artwork donations totaling \$16,100 and gift donations of books, exhibition catalogs, pamphlets, totaling over 600 items. Of these, 123 books came from the Pierre Matisse Foundation in New York, the result of skillful negotiation on the part of colleague Dr. Amy Winter, Director of the Godwin Ternbach Museum. Art Faculty were kept informed of Art Library matters throughout the year, and participated in collection development. Despite the budget, funds from the Graduate Investment Initiative (GII) allowed for the purchasing of several books specifically requested by the Art Department. A backlog of art books previously not cataloged were completed and sent up, consisting of major texts from important donors (Max Falk, James Beck, Leona Nager). Processing began of Professor Giustina Scaglia's gift collection of scholarly Italian art books.

New staff include Stevie (Sevastopoula) Kasparian, BA Art history alumna, who began volunteering in the Art Library in May, working on special projects.

Facilities were improved. Areas on level six were tidied up and reviewed, in light of Library Master Plan and other renovation projects. A proposal to make room 613 into an Art Center (video/lecture) Project Room was given to Chief Librarian, Dr. Robert Shaddy. Level Six was designated a quiet floor. Six upholstered chairs were temporarily lent to a seating area on level 3, in the spirit of cooperation which the Art Library is well known for.

Regarding artwork, the Art Library was the beneficiary of a metal sculpture called *I Am Woman* by Suzanne Benton, Queens College alumna, artist and past exhibitor at the Queens College Art Center. This magnificent sculptural work, over nine feet tall, will soon find a permanent place in the Library. Other artwork; four pieces of the late artist Margery Edwards, who was an Australian Abstract Expressionist and whose work the Art Center presented in 2007, and two pieces by Barbara Roux, another Art Center artist who also exhibited in 2007 as part of a nationwide environmental initiative, were hung in the Art Library.

Web redesign work was initiated for the Art Library and Art Center websites. Art Library/Art Center reports and activities were provided at Department and Operations Committee meetings.

The Art Center

Although not a regular season, the Queens College Art Center did create an experimental micro-season around the concept of "Artistic Space," offering exhibition opportunities for several artists and collaborates during spring semester, each curated by Tara Mathison, Assistant Curator. It began in February/March with the exhibit, *The LLC: In House: Brouhaha Ritualsy Business*, with paintings, drawings and sculpture by the artist collective called LLC, comprised of Erin Lee Jones, Kassie Teng, Jess Wilson and Tara Mathison. The participatory and *in situ* aspects of the exhibit allowed visitors to stop by and participate in the installation. This was followed during the month of April by *Strange Games: ALM 2 vs. the RJA*. The exhibition featured artists Drew Malcolm and Jonas Angelet, who both use collage, digital media and painting, with works that remediate images from mass media and popular culture. The month of May brought *The Fairfield Porter Reading Room*, an installation piece by Tara Mathison. In the spring of 1969, celebrated American painter Fairfield Porter taught a one-semester class at Queens College on contemporary art practices. Porter was a widely-lauded painter of the American pastoral. Using Porter's 1969 syllabus from his Queens College class as a means of illustrating historical artist research and its importance to contemporary painting, Tara Mathison provided reference assistance in "The Fairfield Porter Reading Room." Gallery talks and receptions accompanied some of the exhibits.

A satellite book-related exhibit entitled *Re: Rebus* (also curated by Tara Mathison) took place in February/March in the Barham Rotunda.

The Music Library

(Prepared by Dr. Jennifer Oates, Head)

The Queens College Music Library is the crown jewel of music collections in the CUNY system and one of the best Music research libraries in the New York City area. After years of budget and service cuts, the past few years have seen a much welcomed increase in funding and support for the Music Library. The 2008-2009 academic year was one of our best yet. Additional funding and support helped bring the Queens College Music Library closer to the high standards required to support the Aaron Copland School of Music curriculum as well as music programs throughout CUNY and the New York City area. Continued funding and support will ensure that the progress made in the past year will continue and not be negated by new cuts.

Acquisitions and Development: Over the past decade, the Music Library reference collection has suffered from college-wide budget cuts with invaluable series not being completed and much needed volumes not being bought. Our large score collection also suffered. The majority of the score collection consists of old scores published before the 1970s, most of which have greatly deteriorated and become largely unusable. This past year, the Music Library received \$10,000 in Graduate Investment Initiative funds to address these issues. Missing volumes of all of the major music reference series have been purchased in addition to important new reference series. A large number of damaged and unusable scores have been replaced. While these funds went a long way, more is needed as only some of the gaps reference and score collections have been addressed.

Through additional funding from the Queens College Libraries, the Music Library was able to acquire a facsimile edition of one of the most important manuscripts in music history. *The Squarcialupi Codex* is the largest primary source of fourteenth-century Italian "Ars Nova" music. The beautifully illuminated manuscript contains almost 150 works by the most important composers of Italian music at this time. Aaron Copland School of Music faculty wanted the volume to use in undergraduate and graduate courses, including a new graduate seminar based entirely on the manuscript. Although the facsimile had been requested several years ago, its cost and the Music Library's limited funding had prohibited us from buying it. The Queens College Music Library is the only CUNY library that owns this volume.

This year saw the beginning of more organized development efforts in the Music Library. In cooperation with Benjamin Alexander (Head of Special Collections), Robert Shaddy, and Edward Smaldone (Chair of Music), we began exploring ways to encourage current and past Aaron Copland School of Music faculty members to donate their personal collections to Queens College. Published materials will go to the Music Library while personal papers, manuscripts, and other primary sources will go to Special Collections. Several former faculty members were contacted and plans were made to continue the campaign. This is an exciting project. In the past, special collections in music were not actively sought due to space constraints and the lack of a proper Special Collections department. With Benjamin Alexander and the creation of this much needed department, the cultural history of Aaron Copland School of Music will be preserved and the scope of

the music research collection will be expanded. The Music Library began coordinating with the Queens College Development Office to improve donor relations and increase gifts for the entire campus. Ties with the head of the Karol Rathaus Society, George Sturm, were also reestablished. Karol Rathaus was integral to the creation of the Aaron Copland School of Music and its curriculum. His papers are one of the largest music collections in Special Collections. Renewing our relationship with Mr. Sturm and the Rathaus Society will increase publicity for Rathaus and Queens College and may bring in additional gifts.

The Music Library continues to receive a steady flow of donations of books, scores, and recordings. Some are added to the collection or replace worn out volumes in the Music Library. Many of these donations are sold in our annual book sale, which earned \$300 this spring. Although the income was modest, it allowed us to purchase additional books and scores.

Collection Maintenance: In 2008 we began converting our score collection to the Library of Congress classification system. Conversion of the scores will be completed by September 2009, with the exception of storage scores that will be converted during the next academic year. Prior to this, the Music Library used an out-of-date system only used by a handful of Music Libraries in the United States. Moving to the Library of Congress system brings our collection in line with the majority of Music Libraries in the country and will familiarize our patrons with a system in use throughout North America.

Our CD collection, which used to consist of three separate collections, has been consolidated into two collections: the Schwarz CDs (named for their donor and circulate for only 3 hours) and the Circ CDs (circulate for 7 days). Consolidating the former non-circ CD collection into the Circ CDs makes better use of our limited space. It is also easier for our patrons to work with fewer collection names and call numbers. In rearranging the CD collection to accommodate the move from three to two collections, we were able to reorganize the DVD and VHS collections making them easier to navigate for our staff.

Technology and Services: Through Student Tech Fee funding, the Music Library received an iPod cart to better maintain our circulating iPod services. The cart charges 40 iPods at a time and allows us to upload and update 20 iPods at a time greatly reducing the time it requires to update and charge iPods. Through the same funding, the Music Library established a circulating laptop program similar to that in Rosenthal Library. Laptops began being loaned out in late May. This program will be widely publicized prior to the fall semester.

Our proposal for renovating the listening area, which uses equipment that is over 20 years old, was approved by the Tech Fee committee. During the next academic year the area will be renovated with multi-functional computer stations replacing the current out-dated cassette tape and CD stations. Several LP players and one VHS player will remain available for public use.

To better facilitate copy services and retain a quiet study space on the main floor of the Music Library, the photocopier was moved into an old office with a glass door. This allows patrons and staff to see in and out of the room yet keeps the noise of copying away from patrons studying.

Staff: The Music Library employed two College Assistants (CA) this year to improve public services. In the past, work-study students had been relied on for circulation services, except for fines and iPod/Laptop loans, and a single CA managed cataloging. Given the diverse skills of these students, circulation services were erratic and sometimes problematic. Decreased work-study availability also decreased our staffing levels. The conversion of the score collection had eliminated the need for a part-time cataloger. To provide effective and efficient circulation services, two CAs were hired to cover morning and evening hours, when we only have one full-time staff member. The CAs were able to step in when full-time staff were not available, handle all fines and iPod/Laptop loans. This resulted in better and more efficient services, happier patrons, fewer circulation mistakes, and fewer interruptions in services. Their help with stacks maintenance, particularly shelving and shifting, has proven invaluable and many of our completed projects were successfully finished due to their hard work. Without these two CAs, Music Library services would have been negatively impacted and full-time staff would have been unable to fulfill their duties.

Outreach and Space: The Music Library routinely offers tours to students during the early weeks of the semester. In September 2008, students were encouraged to participate through a raffle and pizza party. All students who took a tour were entered into a raffle for free CDs, tickets to Colden Center events, gift certificates to local businesses, and other prizes. Winners were announced at the pizza party. In February 2009, tours and the raffle took place again although the pizza party was cancelled due to low attendance. The Music Library will be looking to increase publicity and find new ways to encourage users to explore all aspects of the Music Library.

During the Spring 2009 semester, two workshops for ACSM faculty on online Music Resources were offered. Attendance was very low due to scheduling conflicts. One-on-one sessions for individual faculty members were provided on request.

The unused book return slot in the Music Library wall was moved and put in use. It had been unused for over five years due to an error in its installation. With this book return in use, the unsightly return bin in the Music Building Atrium was removed creating more space for the many receptions held there.

Additional funds from the Dean of Arts and Humanities allowed us to replace tattered chairs for four public computer stations and two circulation desk work stations as well as broken step stools in the stacks, wooden stools in the staff area, and a hand truck for deliveries to and from BRL. The chairs and stools have improved the aesthetics of the Music Library by replacing chairs with foam and stuffing coming out of them and broken, unsafe step stools.

Special Collections and Archives

(Prepared by Dr. Benjamin Alexander, Assistant Professor, GSLIS and Head)

Actions and Initiatives, Spring 2009: During the past semester, ten students from the College's Graduate School of Library and Information Studies have begun the ambitious project of reenergizing the College's Special Collections and College Archives. Student energies focused on providing greater access to current holdings by evaluating their descriptive standards, organizing and describing recently acquired collections of Personal Papers from College Alumni who were involved in a range of Civil Rights initiatives, and researching and drafting preliminary applications to granting agencies that allow for the digitization of materials and their incorporation into the undergraduate and graduate curriculum.

These efforts mark an important moment in the College's Special Collections/College Archives program. A dynamic partnership is emerging between the Graduate School of Library and Information Services and the Queens College Libraries. For both units, Special Collections/College Archives is a high priority.

The hiring of Dr. Benjamin Alexander, a full-time faculty member specializing in Archives and the History of Books and Printing, in combination with his subsequent appointment as Head of Special Collections and Archives (Adjunct, Libraries) forms an important union between the interests and needs of GSLIS Faculty and Students with the needs of the Library's Special Collections and provides unprecedented opportunity to integrate Special Collections materials in the intellectual life of the College. Under the current practice, Archives students are gaining valuable practical experience in the archive as well as the rare exposure to the process of soliciting and acquiring new collections. The Library, in turn, benefits from the expert attention of students and faculty and stands to attract funding to help preserve and make accessible its expanding holdings. Finally, the College benefits from gaining new opportunity for the study of Special Collections materials as well as additional opportunities for promotion and fundraising.

A strong Special Collections can play a vital role in the intellectual life of the College and serves as an important source of development and publicity. On February 4, 2009, Special Collections and Archives received The Mark Levy 1964 Freedom Summer and Civil Rights Movement Collection. This collection comprises manuscripts, printed materials, original photographs taken by the Donor with their negatives and contact sheets, gifted and other photographs, posters, letters to and from him and his (deceased) wife Betty Bollinger Levy, news articles, handwritten notes, school notebooks and student essays formerly in the possession of the deceased Betty Bollinger Levy, as well as related "ephemera" (including campaign buttons, LP records, T-shirts, and publicity materials) documenting the civil rights and related Queens College activities of Mark Levy and his contemporaries.

The acquisition of this collection marks an important moment in the development of Special Collections at Queens College. Following (and largely as a result of) Levy's donation, we have received an additional five collections of Civil Rights-related materials and we are in the process of acquiring several more. As represented by the College's planned Commencement activities for 2009, Queens College is deeply committed to documenting, preserving, and making accessible to students and scholars from around the world information about the College's rich history and contributions to one of the most defining social movements in American History.

We also plan on exploring other areas for collection development, as well. A meeting between Ben Alexander (Head of Special Collections and Archives), Robert Shaddy (Chief Librarian), Ed Smaldone (Chair, Aaron Copland School of Music) and Jennifer Oates (Head of the Music Library) identified many past and present Music faculty whose personal papers would make valuable contributions to the College. We are also interested in approaching the College's Creative Writing faculty for their papers. During the coming academic year, other meetings will take place with additional academic units.

Finally, it is expected that during the 2009—2010 academic year, the Head of Special Collections and Archives will apply for separate grants to fund a preservation lab on campus as well as a full-time Preservation Office and funds to pay students with unique and exceptional intellectual command of various subject areas to process related archival collections.

For further information regarding the Queens College Libraries:

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The Queens College Libraries:
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